

Fig. 1A

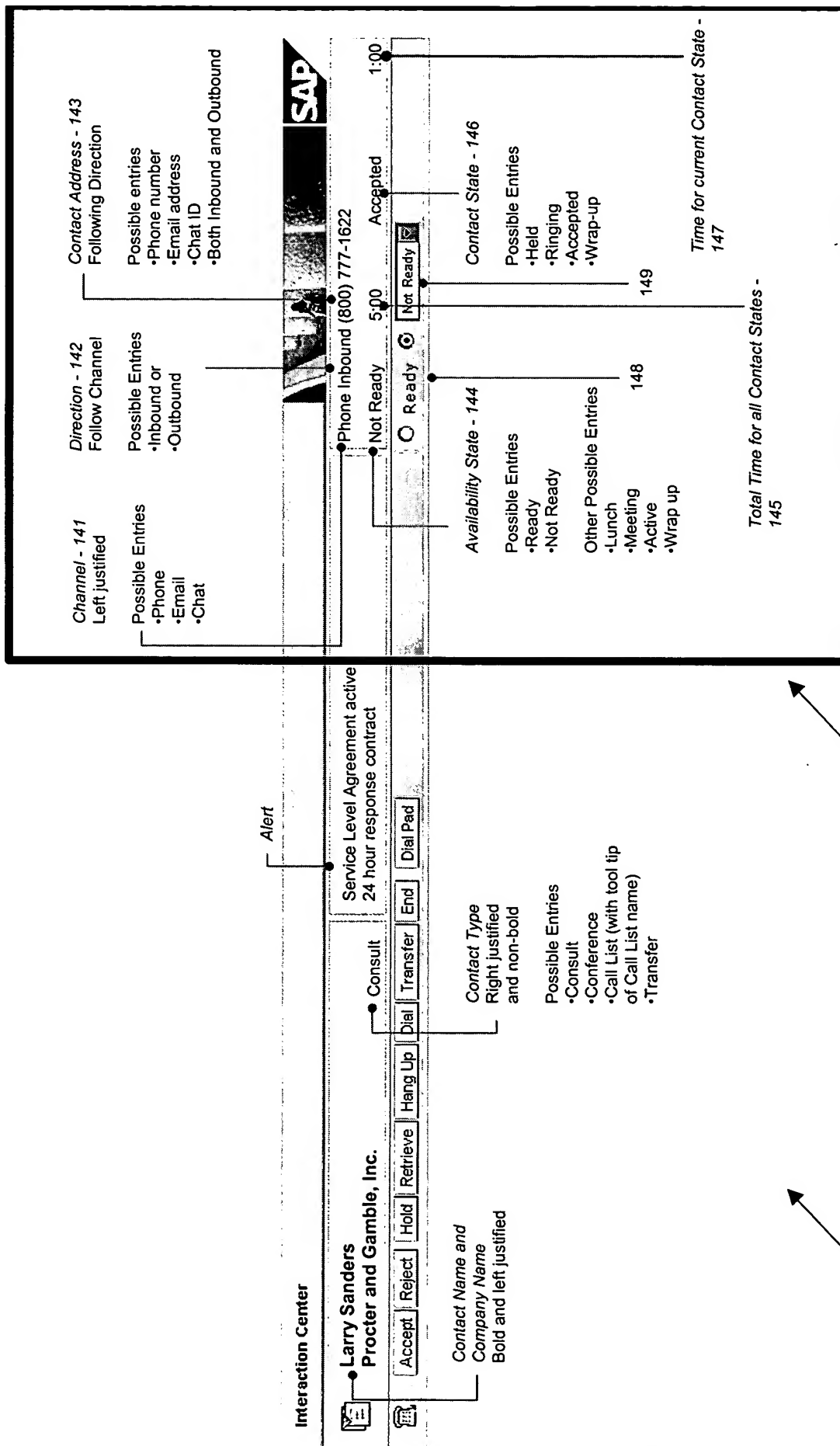


Fig. 1B

Work Modes

Ready state

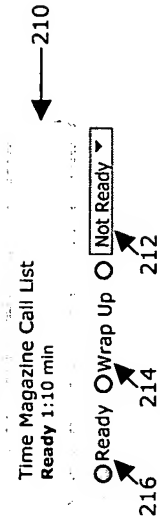


Fig. 2A

Active State

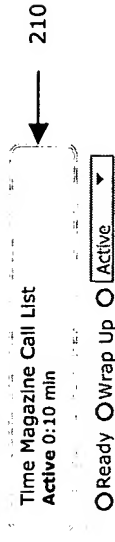


Fig. 2B

Wrap Up State

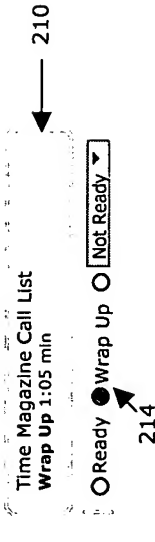


Fig. 2C

Not Ready State

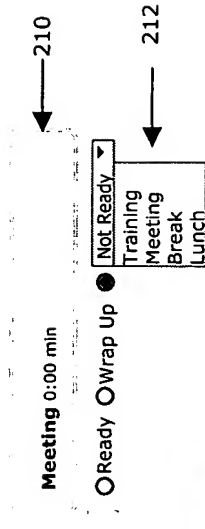


Fig. 2D

- Active contacts: 1 Chat and 1 Phone

Figure 1 is a screenshot of a computer screen displaying a software interface for a call center. The interface is titled "Interaction Center WebClient" and shows a call log entry for a phone inbound call. The call details include the phone number "+15550001", the time "0:42 / 0:43", and the status "Phone 1 | Chat 1". Below the call details, there are several buttons: "Accept", "Reject", "Hold", "Retrieve", "Hang Up", "Bind Transfer", "Consult", "Warm Transfer", "Conference", "Toggle", "End", and "Dial Pad". The interface also shows a "Ready" status and a "Not Ready" button. The interface is divided into sections, with labels 310, 320, 330, and 340 pointing to different parts of the screen.

Fig. 3

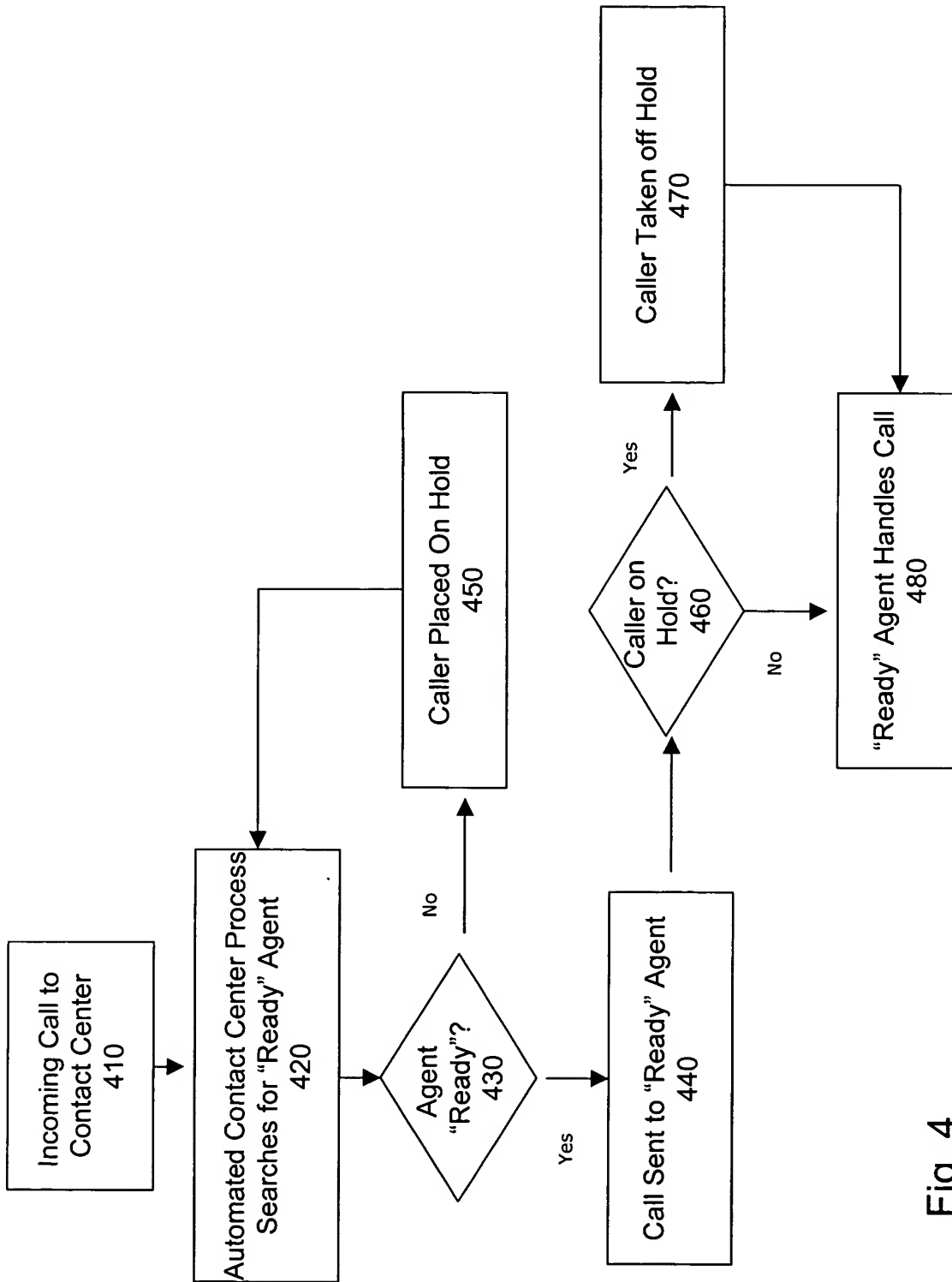


Fig. 4

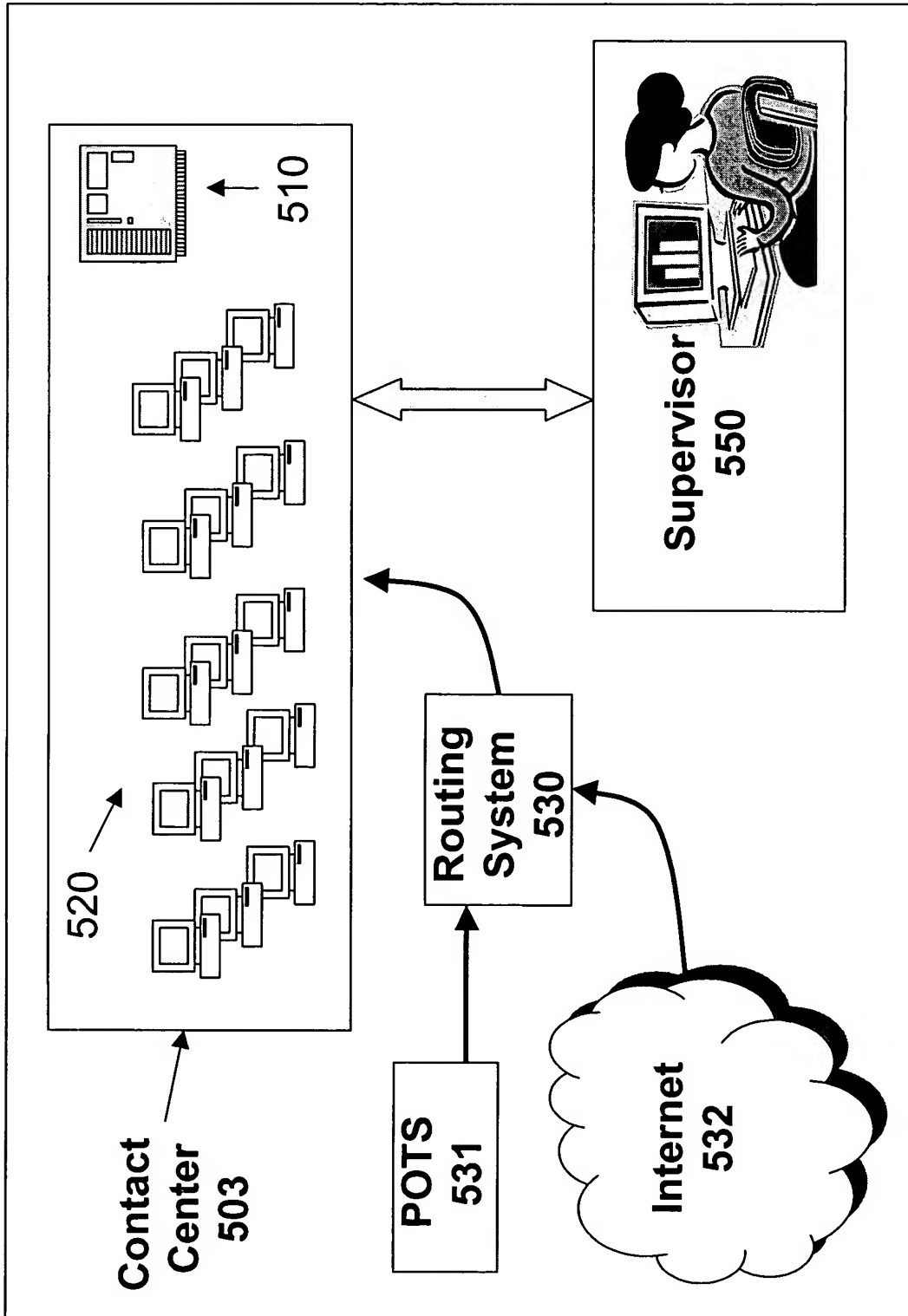


Fig. 5